



CROSSROAD ACADEMY CHARTER SCHOOL OF BUSINESS

470 Strong Road | Quincy, FL 32351 | Ph (850) 875-9626 | Fax (850) 875-1403
@iamcacs | www.mycacs.com | www.facebook.com/iamcacs
Kevin E. Forehand, Principal



January 20, 2016

Letter of Appeal
Schools and Libraries Division-Correspondence Unit
30 Lanidex Plaza
PO Box 685
Parsippany, NJ 07054-0685

To Whom It May Concern:

Entity and BEN	Crossroad Academy Charter School
Contact Person	Jasmine Sanders
Contact Information	
Mailing Address	470 Strong Road Quincy, FL 32351
Phone Number	850-875-9626
Email	sandersj@gcpsmail.com
Service Provider	Intratech Alliance Corp.
Funding Year	2015
Application Type & Application Number	Form 471 Application #1051023
FRNs	2871223
Appeal Reason	FCDL dated October 1, 2015 denied FRNs for missing documentation

Appeal Explanation:

Crossroad Academy's former E-rate coordinator resigned in July 2015. I begin performing E-rate coordinator's duties shortly thereafter. I also called to inquire about the HATs program and requested a visit because I was very not too familiar with the process.

On August 18, 2015, the PIA reviewer assigned to the applicant requested make and model numbers for the equipment to be managed by the above referenced service provider. The deadline was set for 9/2. I called the reviewer on 9/1 to request a small extension. She inquired how many days I needed and I replied just a few. Since it was coming up to a holiday and would be out the rest of the week, she informed me to make sure I had it in before she returned on 9/8/2015. I faxed over the requested material on 9/4/2015.

I then travelled to Orlando for the statewide assessment meeting and returned to a failed fax report on my desk on Monday, 9/14/15. I immediately emailed the reviewer to make sure she had received the information. I also attached the faxed information, along with the fax

"At Crossroad Academy, We take the Business of Education, Seriously!"



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transmittal report, to the email. I never received a response to the email until I reached out today to ask for clarification. The FRNs were denied and here is the denial comment in the FCDL:

Applicant has not provided sufficient documentation needed to determine the eligibility of the following items: Missing the make & model numbers of the equipment being managed.

Even though I am not within the 60 day window for filing appeals, I am requesting an exception because it wasn't until I met with the state e-rate coordinator on 1/8/2016 to receive help with e-rate that I realized I hadn't been funded and for what reason. I was then involved in a car accident immediately after leaving his office. I am now back at work and trying to catch up with the list of things he suggested for me to do next.

Enclosed is a copy of the information sent to the reviewer and a copy of the email correspondence. Please accept this documentation and reconsider USAC's decision to deny the funding requests. Thank you for your time and attention to this matter.

Sincerely,

Jasmine Sanders, Director of Administration

CROSSROAD ACADEMY CHARTER SCHOOL

FACSIMILE TRANSMITTAL SHEET

TO:	FROM:
Donna Cromie	Jasmine Sanders
COMPANY:	DATE:
USAC Schools & Libraries	September 4, 2015
FAX NUMBER:	TOTAL NO. OF PAGES, INCLUDING COVER:
973-599-6525	7
PHONE NUMBER:	SENDER'S REFERENCE NUMBER:
973-581-5263	FCC Form 471 Application Number: 1051023
RE:	YOUR REFERENCE NUMBER:
Eligibility of Services and Entities	FCC Form 471 Application Number: 1051023

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

To help determine eligibility for the requested products and services for FCC Form 471 1051023 FRN 2871223, I have listed the provided products and services below:

Cisco ASA-5512	Firewall
Enterasys SSA	48portSwitch
Cisco Catalyst 3550	Switch
3Com 4500PWR PoE	Switch
Extreme Summit X460-G2	48PortPoESwitch(3)
Extreme Summit X460-G2	24PortPoESwitch
Enterasys C5210	WirelessController(2)
Enterasys 3610	Access Points (25)

I have also attached a signed and dated contract for FRN 2871339. Please let me know if you need additional information. Thanks.

CONTRACT SERVICES AND/OR PRODUCTS FOR E-RATE YEAR 2015-2016

Applied Comm-Tek "Provider"

Crossroad Academy "Applicant"

Company Name: Applied Comm-Tek
Contact Name: William Mapoles
SPIN: 143019087
Address: 24351 Lanier St.
City, State, Zip: Tallahassee, FL 32310
Phone Number: 850-508-1641

The **Applicant** and **Provider** sign this document for the purchase of eligible equipment and services as described on the attachment to this letter as part of the E-Rate Year 2015 effort. Provider was selected based on Provider's response to Applicant's RFP or on the basis of a qualifying Form 470. Applicant intends to file a Funding Request Form 471 with the Universal Services Administrative Company (USAC), Schools and Libraries Division (SLD) E-Rate Program for eligible equipment and services based upon Provider's proposal.

The purchase and providing of the eligible equipment and services described are expressly subject to, and conditioned on, satisfaction of all of the following conditions:

- i. USAC approval of Applicant's request for funding through a formal Funding Commitment Decision Letter;
- ii. Applicants formal acceptance of the USAC approved funding; and
- iii. CEDO of Gadsden County Board Approval as required.

Provider agrees to abide by all terms and conditions of the Universal Service Act of 1996 as implemented by the SLD E-Rate Discount Program in the procurement, delivery, installation, invoicing and all other transactions associated with the project. The term of this contract shall commence on July 1, 2015 and shall terminate on June 30, 2016. Total costs of the goods and services shall not exceed \$74,000 (SLD Pre-discounted Amount)

For Service Provider:

SPIN: 143019087

Signature: _____

Printed Name: William Mapoles

Title: CEO

Date: _____

3-24-2015

For Applicant:

Signature: _____

Print Name: _____

Title: _____

Date: _____

for Kevin Forehand

Principal

3-24-15

Applied Com-TEK LLC
DBA Applied Communication Technology.
24351 Lanier St. Tallahassee, Fl 32310
(850) 508-1641 fax (850) 574-6562
USAC SPIN# 143019087

Here is a list of equipment to accompany the contracted amount of \$74,000 with Crossroad Academy.

Mohawk Category 6 Ethernet Cabling
Mohawk Category 6 Ethernet Patch Cables
Comscope Fiber Cabling
Panduit Cable Management
Lucent Fiber Enclosures
Lucent Fiber Connectors
Ortronics Category 6 Connectors
Ortronics Category 6 Faceplates
Ortronics Category 6 Patch Panels
Chattworth Rack Cabinets
Lemco Rack Cabinets

Intratech Alliance Corp

1808 Aaron Rd, Tallahassee FL 32303 | 850-567-6911 | sgauss@intra-tech.net

March 25, 2015

Erinn Danniels
Crossroad Academy Charter School of Business
470 Strong Road
Quincy, FL 32351

Dear Erinn Daniels:

This is **Proposal P20150325 for Crossroad Academy Charter School of Business for Managed Broadband Internet Service under Category 2, Section 4: Maintenance & Support of Internal Connections for wired and wireless eligible network hardware and infrastructure for E-rate 2015 Funding Year, July 1, 2015 – June 30, 2016.**

For E-rate FY 2015 Intratech is offering a Managed Service which includes a set monthly fee as opposed to hourly billing. All services are included in the set fee and there will be no additional charges for on-site visits or remote access required to keep your equipment configured and operating correctly. Intratech will handle all contact with vendors for hardware and software warranty as well as manage configurations, troubleshooting, security updates and patches as needed for all E-rate eligible systems and services.

Please find Proposal P20150325 attached and let me know if you have any questions.

Sincerely,



**Intratech Alliance Corp
Stephen Gauss**

Proposal P20150325 for
Crossroad Academy Charter School of Business

Proposal for **Managed Broadband Internet Service** under **Category 2, Section 4: Maintenance & Support of Internal Connections for wired and wireless eligible network hardware and infrastructure** for **E-rate 2015 Funding Year, July 1, 2015 - June 30, 2016.**

Intratech Alliance, Corp.
SPIN 143019937
Vendor Liaison (Project Executive): Stephen Gauss

Description of Services:

The Managed Broadband Internet Service will include the maintenance, configuration changes and troubleshooting of all eligible routers, switches, wireless access points, wireless controller systems, firewalls and uninterruptable power supplies/battery backups installed in any eligible location. Managed Service will include maintenance for components, configuration backups, file management and configuration services necessary for reliable functioning of equipment and the troubleshooting of any issues that cause the eligible equipment and services not to function reliably. Managed Service will also include basic technical support including online and telephone based technical support as well as software upgrades and patches including bug fixes and security patches.

Vendor Qualifications and Previous Experience:

I have provided these same services to the Gadsden School District's Department of Instructional Media and Technology through the E-Rate process since Year 3 of the program. This includes installation and upgrades of eligible servers, configuration of Lucent and Cisco routers at all locations, configuration and maintenance of Enterasys, Cisco, 3COM and Nortel switches and various wireless access points at all locations during this period. In addition to the maintenance contract, I have provided other technology related services through separate purchase orders. I have installed and managed Microsoft and Novell networks since 1991.

I have had over \$60,000 funded for each year since Year 3 of the E-rate program except for the one year which the district did not file for reimbursement and the funding year 2014. I can provide any assistance required for PIA and Item 25 review if necessary.

All onsite and remote support incidents will be documented and stored electronically in a support ticketing and tracking application which will be available to the Crossroad Academy Charter School of Business staff to submit new work orders and tracking of open work orders. This will store the location of issue, person requesting assistance and documentation of the work performed. Backup copies of this documentation will be kept at the offices of Intratech Alliance Corp and/or in off-site storage in the case it is needed for an appeal. I have not had to assist any customers in filing for substitutions or extensions.

Help Desk Assistance and Remote Assistance:

Intratech Alliance Corp. – 1808 Aaron Rd – Tallahassee, Florida 32303
850-567-6911 - sgauss@intra-tech.net – <http://www.intra-tech.net>

Proposal P20150325 for
Crossroad Academy Charter School of Business

The Crossroad Academy technology staff will have my local cell phone number, my local office number, and my email address to report problems 24 hours/7 days a week. I have the capacity to remotely manage and troubleshoot the entire Gadsden School District wide area network (includes Crossroad Academy Charter School of Business network) from office, home and anywhere globally that I can get a reliable 3G or 4G cellular connection or basic internet connection and therefore can provide a quick response time of three hours or less during regular operating hours of the Crossroad Academy Charter School of Business based on the work dates of the published Twelve Month Calendar of the School Board of Gadsden County and a standard five day work week (Monday through Friday).

Warrant of Availability:

Intratech Alliance Corp does warrant that the services being offered in this proposal are now and will continue to be readily available throughout E-Rate Funding Year 2015 (July 1, 2015 – June 30, 2016).

Scope of Contract and Ineligible Services:

This contract is for services provided to the Crossroad Academy Charter School of Business for "the maintenance, configuration changes and troubleshooting of all eligible routers, switches, wireless access points, wireless controller systems, firewalls and uninterruptable power supplies/battery backups installed in any eligible school" as defined by USAC under the Schools and Libraries Program Eligible Services List.

Any services performed by Intratech Alliance Corp., or representatives thereof, for Crossroad Academy Charter School of Business, in part or in whole, for any services not expressly defined in this contract as governed by USAC under the Schools and Libraries Program Eligible Services List will require a separate contract and separate payment arrangements as outlined under the USAC program guidelines.

Proposal P20150325 for
Crossroad Academy Charter School of Business

Locations Covered by Contract and covered equipment.

Crossroad Academy Charter School of Business	470 Strong Road Quincy FL 32351	Cisco routers, Cisco Firewalls, Enterasys switches, Extreme Switches, Cisco switches, 3COM switches, Enterasys Wireless Access Points, Enterasys Wireless Controller Systems, Cisco Wireless Controller Systems, any additional eligible equipment that may be purchased during the Erate Year 2015
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Site - Schools	Fee Per Month
Crossroad Academy Charter School	\$500.00
Total Fees Per Month	\$500.00

Proposed Contract:

Total Managed Services and Support: \$500 per month

Travel Charges: No travel charges.

This is a Managed Services Contract which supports all covered equipment and services.

 Date 3/25/2015

Stephen Gauss

Intratech Alliance Corp

 Date 3/25/2015

Authorized Representative

Crossroad Academy Charter School of Business

TX Report

P 1

09/04/2015 12:49
Serial No. 426E12920
TC: 1695339

Destination	Start Time	Time	Prints	Result	Note
19735996525	09-04 12:34	00:14:52	000/007	NG	CALL

Note TMR: Timer, POL: Poll, ORG: Original, FME: Frame Erase TX,
MIX: Mixed Original, CALL: Manual Communication, CSRC: CSRC, FWD: Forward, PC: PC-FAX,
BND: Bind, SP: Special Original, FCODE: F-Code, RTX: Re-Tx, RLY: Relay, MBX: Confidential,
BUL: Bulletin, SIP: SIP-Fax, IPADR: IP Address Fax, I-FAX: Internet Fax

Result OK: Communication OK, S-OK: Stop Communication, PW-OFF: Power Switch OFF,
TEL: RX from TEL, NG: Other Error, Cont: Continue, No Ans: No Answer,
Refuse: Receipt Refused, Busy: Busy, M-Full: Memory Full,
LOVR: Receiving length Over, POVER: Receiving page Over, FIL: File Error,
DC: Decode Error, MDN: MDN Response Error, DSN: DSN Response Error.



Jasmine Sanders <sandersj@gcpsmail.com>

Failed Fax

4 messages

Jasmine Sanders <sandersj@gcpsmail.com>

Mon, Sep 14, 2015 at 6:49 PM

To: donna.cromie@sl.universalservice.org

Good Evening Ms. Cromie,

I apologize for this late communication but I was out of town last week in Orlando at the State of Florida Assessment Conference and returned to work this morning to a receipt in my box that stated indicated my fax to you on 9/4 had failed. I am unable to tell if it made it or not because our machine only prints errors not confirmations. I attached the correspondence in addition to the error page. Please contact me if there is an issue or if you need anything additional from me. Thanks.

Jasmine Sanders

Director of Administration and Accountability
Crossroad Academy Charter School
470 Strong Road
Quincy, FL 32351
phone- (850) 875-9626 fax-(850) 875-1403

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3155K

Jasmine Sanders <sandersj@gcpsmail.com>

Wed, Jan 20, 2016 at 2:19 PM

To: donna.cromie@sl.universalservice.org

Good Afternoon Ms. Cromie,

I am sending this email to request clarification regarding the decision not to fund Application Number 1051023/FRN 2871223. In the comments section next to the decision, it states the request was not funded because I did not provide the make and model numbers. Attached to this email is a copy of what I attempted to fax to you on 9/4 and later emailed to you on 9/14. The make and models numbers of the equipment that will be managed is included with this information.

Could you please help me understand why we were not funding? Thanks in advance for your assistance and I look forward to speaking with you.

-

Jasmine Sanders

Director of Assessment and Administration
Crossroad Academy Charter School
470 Strong Road
Quincy, FL 32351
phone- (850) 875-9626 fax-(850) 875-1403

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3155K

Cromie, Donna <Donna.CROMIE@sl.universalservice.org>

Wed, Jan 20, 2016 at 3:25 PM

To: Jasmine Sanders <sandersj@gcpsmail.com>

Hi Ms. Sanders,

In regards to 471# 1051023 FRN 2871223:

I sent you a request on August 18 requesting the below information:

1. Vendor documentation which supports the funding request amount of \$500.
2. Please provide the make and model the equipment outlined above. Example of a make and model number: Brand X Router 345J.

This information was due back to me by September 2, 2015.

On August 25 IU sent out a reminder letter still due on September 2, 2015.

Since you did not respond to me by September 2, 2015 FRN 2871223 was denied.

You have the option to appeal the decision. The information is in your funding commitment letter.

Thank you.

Donna M. Cromie

Associate Case Manager – SLP Appeals/COMAD

Schools & Libraries Program

30 Lanidex Plaza West – N236 | Parsippany, NJ 07054

Ph: 800-200-0818 | Direct: 973-581-5263 | Fax: 973-599-6525

Email: Donna.Cromie@sl.universalservice.org

From: Jasmine Sanders [mailto:sandersj@gcpsmail.com]

Sent: Wednesday, January 20, 2016 2:20 PM

To: Cromie, Donna

Subject: Fwd: Failed Fax

[Quoted text hidden]

Jasmine Sanders <sandersj@gcpsmail.com>
To: "Cromie, Donna" <Donna.CROMIE@sl.universalservice.org>

Wed, Jan 20, 2016 at 4:35 PM

Ms. Cromie, I called and spoke with you earlier that week and asked for a few day extension. You informed me that you would not be in the office the rest of that week and said as long as you had it when you returned on 9/8, I would be fine. I submitted that Friday instead. Thanks however for responding and for your help.

[Quoted text hidden]

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Jasmine Sanders

Director of Assessment and Administration
Crossroad Academy Charter School
470 Strong Road
Quincy, FL 32351
phone- (850) 875-9626 fax-(850) 875-1403